Better, Easier, *and* Less Expensive: TLIT Des Moines Notches a Hat Trick with Uplevel

Many information technology (IT) projects include aggressive deadlines but none more pressing than the start of a home game. Such was the case for TeamLogic IT of Des Moines, Iowa and its recent overhaul of a local hockey team's network.

> "The client was experiencing frequent issues with email, VMs not booting up properly, hardware failures, and frequent power outages. It seemed to be an ideal opportunity to try out the Uplevel solution."

Eric Summers
Owner, TLIT of Des Moines

Provider

TeamLogicIT of Des Moines, IA

## Customer

Local amateur sports team

IT Challenges

- Troubleshooting and upgrading the network at a 3,000-seat arena to fix outage prior to the start of a home game
- Lowering operating cost over time

TLIT/Uplevel Solution

Replace traditional network equipment with Uplevel Systems gateway and firewall provided on a pure subscription basis

Business Benefits

- Outage resolved prior to opening face-off
- Major technology upgrade achieved with no upfront equipment costs
- Ongoing customer savings
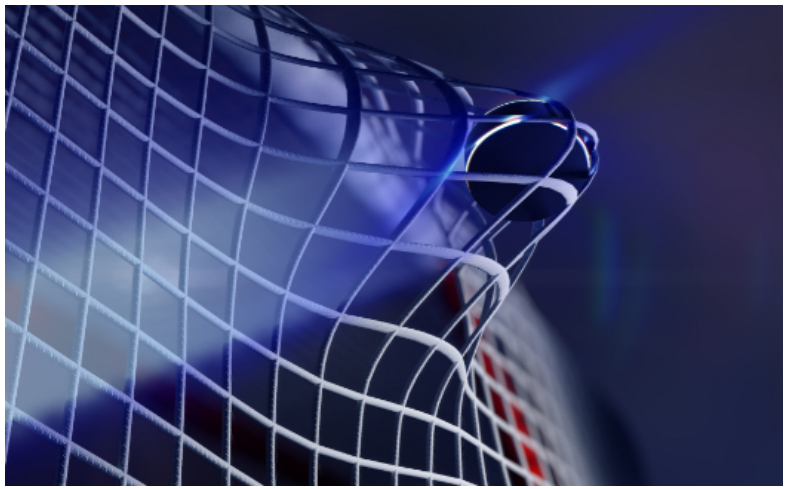
> "Service quality is greatly improved and the overall monthly cost has been reduced compared with the previous provider."

The client, a junior ice hockey team in the United States Hockey League (USHL), hosts visitors at a local 3,000-seat venue. Along with day-to-day business communications, the network is used to support point of sale (POS) transactions at the box office and concession stands, and to provide guest Wi-Fi access to patrons.

TLIT Des Moines had taken over the account only a few weeks before when server outages brought down Internet access prior to a weekend home game.

"We had to go onsite that Sunday to troubleshoot the outage and evaluate the system," says Eric Summers, Owner of TLIT Des Moines. "We were able to put in a patch for a server that had gone out of service but the outage made it obvious that the existing system needed to be replaced with something more reliable and less complicated that would not cost the customer a lot of money."

Having already responded to multiple issues with network, file, and application servers, as well as virtual machines (VMs), TLIT Des Moines had been evaluating prospective new approaches, including replacing the company network infrastructure with managed services based on Uplevel Systems technology.

"The existing installation was more complex than the customer actually required," Summers recalls. "The client was experiencing frequent issues with email on the Exchange side, and VMs not booting up properly amid hardware failures and frequent power outages. It seemed to be an ideal opportunity to try out the Uplevel Systems solution we had learned about during the TeamLogic IT Owners Summit the year before."

uplevel
SYSTEMS

Migrating to Uplevel Boosts Performance, Reduces Cost

Having discovered that the system already in place before TeamLogic came on board had not been properly set up, the TLIT Des Moines team essentially started over. They began by installing Uplevel hardware to upgrade switching and routing capabilities, and moving DHCP to the new system. Summers reports, "The frequent outages stopped and we instantly gained better visibility into the uptime of the network."

Uplevel's pure subscription model made good financial sense for the client as well. Before learning about Uplevel, the TLIT team would likely have recommended installing a new router or switch—along with a new firewall and some sort of onsite storage appliance or NAS. All in all, a typical piecemeal approach such as this would cost the client $3,000 to $4,000 out-of-pocket for the initial equipment upgrade and licenses alone.

"The Uplevel approach made it possible to upgrade the team's network and security very quickly, without the client having to shell out a bunch of capital for new equipment," says Summers. "We worked very closely with the Uplevel team during the initial configuration and found the Tech Support to be very good. They really did a great job for us."

Subscription Model Delivers Long- and Short-term Gains

Uplevel's no-money-down onboarding model makes it faster and easier for managed service providers (MSPs) to expand their footprint. Since the install, all of the sports team's public and private network traffic has been running through an Uplevel router and TLIT Des Moines has begun delivering Office 365 as a managed service as well.

"The customer is much happier with the service quality and with their new situation," Summers says. "Service quality is greatly improved and the overall monthly cost has been reduced by about ten percent compared with the previous provider. We would definitely install Uplevel again."

> "We would definitely install Uplevel again."
>
> *TLIT of Des Moines*

TLIT Des Moines Benefits	Customer Benefits
• Fast, easy install • Subscription model facilitated major customer network upgrade • Customer's IT issues resolved • Worked as advertised out of the box	• No upfront investment to upgrade network, security • Quality issues resolved quickly • Ongoing cost-savings

uplevel SYSTEMS